

Position title:	Tenancy Officer	Reporting to:	Operations Manager Housing Support Services
Program:	Housing & Homelessness Services	Location:	Alice Springs
Approved:	Director Youth & Family Services	Date:	AUGUST 2026
Comments:	This position works across a diverse range of settings including, but not limited to, Alice springs Housing Support Services and other community settings.		

Organisation Statement

Anglicare NT is a registered charity and quality accredited provider of human services across urban, regional, and remote Northern Territory. We demonstrate our values through strength-based, culturally safe, trauma informed and inclusive practices. Child safety, social justice, community development and partnership approaches drive our work. We commit to being an employer of choice and we monitor our impact, respect lived experience and advocate to meet the needs of Territorians and our diverse communities. Our focus is to make a sustainable difference through place-based initiatives, collaboration, innovation, and the Partnership Support Service.

What we do

We provide services across the lifespan including: early childhood, child youth and family supports; aged care packages, community access, outreach, home support and volunteer visitors; NDIS support coordination and personal supports; community housing, transitional accommodation, tenancy support and homelessness responses; financial counselling, money management, gambling amelioration, micro finance and emergency relief; prison chaplaincy, post release accommodation and support; counselling, mediation and parenting education; refugee and migrant support; mental health initiatives, headspace centres, recovery and community awareness activities.

Purpose of the Position

You will support the effective delivery of the Alice Springs Housing Support Services across Bloomfield Street and Bath Street by developing and administering transitional accommodation and community Housing residency agreements and associated tenancy and program administration functions. The role ensures properties are maintained to a safe and acceptable standard through regular inspections and timely responses to maintenance requests, while maintaining accurate resident records and reports. As part of a multidisciplinary team, the position contributes to a transitional accommodation and community Housing service that strengthens people's skills and self-determination, supporting successful transitions into stable, independent housing

Selection Criteria

Position Specific Requirements

1. Qualifications in Community Services/Administration combined with at least two - three (2-3) years' direct experience working with high risk / vulnerable people and families in community-based environments (essential)
2. Knowledge of the housing & homelessness system
3. Developed skills in tenancy management systems and processes and an understanding of tenancy rights and responsibilities
4. Ability to maintain personal and professional boundaries and make complex client related decision making
5. Demonstrated commitment to working respectfully with Aboriginal & Torres Strait Islander and culturally and linguistically diverse clients, communities, staff, and Aboriginal Controlled Organisations
6. Demonstrated ability to communicate and negotiate effectively with people at all levels of organizations including statutory authorities, service providers, families / carers, and key stakeholders
7. Ability to deliver information sessions to individuals and groups
8. Well-developed writing and ICT skills including the ability to master data collection systems, maintain client related records and produce good quality internal and external reports on time
9. Demonstrated teamwork skills, resilience, ability to multitask and work under pressure and commitment to a productive, cooperative, and friendly workplace
10. Willingness to participate in supervision, reflect on practices, review performance, and adhere to work plans and reasonable workplace directives

General Criteria

1. Demonstrated commitment to work respectfully and inclusively with Aboriginal and Torres Strait Islander and culturally and linguistically diverse people.
2. Demonstrated understanding of the issues that impact Aboriginal and Torres Strait Islander people.
3. Demonstrated ability to communicate sensitively and effectively with Aboriginal and/or Torres Strait Islander people.
4. Demonstrated adherence to legislation, policies and procedures and a commitment to EEO, WHS, risk management and quality improvement practices.
5. Northern Territory Working with Children Clearance (Ochre Card).
6. National Police Criminal History Report (less than three months old) with acceptable outcome.
7. Ability to meet additional visa / overseas work compliance measures.
8. Northern Territory Driver's Licence.
9. Demonstrated currency of job specific vaccinations (and boosters).
10. First Aid Certificate (or willingness to obtain within agreed timeframe).

Key Responsibilities1. Ensuring properties are resident ready

- Conduct thorough ingoing and outgoing Property Condition Reports for all properties, including comprehensive photographic records of all areas
- Ensure properties are clean, safe, and appropriately prepared for new residents
- Report on maintenance for Transitional Housing properties to the Department of Housing and raise maintenance requests for Community Housing properties with approved Anglicare contractors
- Undertake regular property inspections and support residents to vacate properties in the same condition as at the commencement of accommodation agreements, allowing for fair wear and tears.
- Identify maintenance requirements and liaise with approved contractors, in consultation with and subject to approval from the Operations Manager.
- When directed by the Operations manager, obtain three (3) quotes from suitable contractors for required maintenance work.
- Ensure all new contractors have completed a New Supplier Form, and that documentation is forwarded to Finance prior to engagement.
- Coordinate contractor attendance at times suitable for residents, in accordance with program guidelines and safety requirements.
- Upload and maintain documentation in the S Drive, SHIP, and Chintaro in line with organizational policies and procedures.
- Maintain and update the maintenance Excel tracking spreadsheet accurately and in a timely manner

2. Ensure properties are in a clean condition and support residents to achieve successful tenancy outcomes

- Ensure all new residents receive a comprehensive induction to their property and the Alice Springs site, including emergency process and procedures
- Engage with and support residents to understand how to effectively complete the Ingoing Property Condition Report (PCR).
- Explain and educate residents on the importance of ingoing and outgoing PCRs, including the need to retain copies of their records and to take their own photographs
- Ensure residents comply with the required timeframe of five (5) business days to complete the ingoing PCR and confirm completed reports and any noted changes with the relevant case manager
- Schedule, prepare, and issue notifications for regular property inspections, ensuring both the resident and case manager are informed and able to attend where required.
- Follow up and action any outstanding issues from previous inspections in a timely manner, as directed by the Operations manager.
- Develop and apply skills in tenancy management systems and processes to support residents in building knowledge of tenancy rights and responsibilities, assisting their transition into independent housing
- Report inspection outcomes to case managers and the Operations Manager, highlighting any concerns relating to property condition, resident progress, non-compliance with accommodation agreements, or property

damage.

- Observe, identify, and report day-to-day maintenance issues relating to properties, facilities, and grounds.
- Develop and maintain effective, respectful working relationships with Aboriginal community members and other key stakeholders to achieve quality outcomes for Alice Springs Housing residents.
- At times, support case managers with transporting clients to access services, i.e. medical, food bank, schools, Centrelink, Territory housing.
- Provide targeted, stage- and age-appropriate group work that promotes social and cultural connection, develops relational and practical life skills, and creates meaningful participation opportunities for residents

3. Provide program administration, resident records and reports

- Develop and maintain effective, respectful working relationships with Aboriginal community members and other key stakeholders to achieve quality outcomes for residents
- Ensure compliance with incident management, reporting, and escalation requirements, including meeting organizational obligations for mandatory reporting related to child abuse, domestic and family violence
- Support and actively participate in regular, documented team meetings, including general business, resident updates, service planning, and in-service training
- Respond to walk-in enquiries and reception phone calls, directing individuals to the appropriate staff member or service as required.
- Ensure cyclic tenancy events are scheduled in outlook calendar i.e. Bimonthly inspections, accommodation agreement renewals, collection of income statements, community meetings etc.
- Maintain comprehensive and accurate resident documentation, ensuring data is correctly entered into SHIP and that S Drive records are current, audit-ready, and available for provision to external authorities when required.
- In conjunction with the operations manager, respond to resident enquiries, complaints, and requests in a timely and professional manner.
- Support the operations manager and team leader by preparing tenancy-related documentation, including Agreements to Pay and Accommodation Agreements.
- Adhere to all relevant Commonwealth and Northern Territory legislation, policies, and procedures, particularly those relating to work health and safety, child protection, and domestic and family violence.
- Undertake other duties as directed by the relevant Operations manager Housing & Homelessness, commensurate with skills and qualifications, including lateral duties and project-based work as required

4. Maintain service quality and continuous improvement within Alice Springs Housing Support services

- Provide culturally inclusive practices which respect diversity and residents to maintain connection to family, culture, and country
- Maintain a safe working environment in accordance with legislative requirements and policies and procedures with a strong focus on prevention, mitigation of risk, and reflective practice
- Embed reflective practice into Housing & Homelessness programs to ensure valuable learning's from residents
- Stakeholder feedback, complaints and investigations are captured and lead to service improvements
- Contribute to service improvement activities including service reviews, file and practice audits, evaluations, development of outcome measures and integration of resident feedback approaches

General Requirements

- Comply with Federal, NT and Local Government legislation, regulations, permits and / or by laws.
- Adhere to delegations, code of conduct, policies, procedures and general conditions of employment.
- Work within contract, program / project parameters and scope of practice.
- Comply with program guidelines, work plans, budget, data and reporting requirements.
- Comply with WHS requirements – remain vigilant and contribute to a safe working environment and maintain pandemic related and job specific mandated vaccinations (and boosters).
- Embrace organisational values, work cooperatively and help sustain a respectful workplace.
- Support and mentor work colleagues by sharing your skills, knowledge and strengths.
- Help implement our Reconciliation Action Plan and build an inclusive and culturally competent workforce.
- Maintain confidential client, staff and organisational information in line with requirements.

- Keep up to date with workplace communications, staff meeting records and the intranet.
- Contribute to planning, evaluation and continuous quality improvement activities.
- Participate in supervision, performance reviews and undertake approved training.
- Maintain attendance, payroll and leave records in accordance with procedures.

Delegation of Authority

As per Board approved Delegation of Authority Schedule and aligned position classification (noting content will updated from time to time).

This position may be asked to provide supervision to students on field placements (where an employee has the qualifications to do so) and / or on the job assistance to new entrant employees.